

Product Number: 2413.01.10

VOICE MAIL

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Product Manager: Brett Shaw
Phone: 801-537-9090
E-mail: bshaw@utah.gov

Voice Messaging Services (VM) is a centralized system that allows voice messages to be recorded, stored, retrieved, and forwarded by telephone users. Voice mail is primarily used to answer calls when the user is not available, on another call, or does not wish to be disturbed.

Depending on the size of the services provided (a Private Branch eXchange (PBX) or Key System) and location, the customer will be provided with the appropriate messaging system.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Voice Messaging Services	<p>Some or all of these features are available depending on the services provided:</p> <ul style="list-style-type: none"> • Call Answering • Record Messages • Record Personal Greetings • Send Messages (Directly or Scheduled) • Address Messages • Receive Messages • Forward Messages • Respond to Messages • Delete Messages • Store Messages • Check Out Going Messages • Create Mail List • Quick Scan Messages • Message Notification • Personal Directories • Edit Options • Personal Reminders

	<ul style="list-style-type: none"> Secure Messaging
Grade of Service	Grade of Service (GOS) guarantee is P.05. This means that only five percent of calls attempted receive a busy signal during the busiest hour of the busiest day. Telephone systems are engineered for an agency's peak busy hour.
Unified Messaging	<p>Unified Messaging is the integration of different communication sources (e-mail and voicemail) into a single, or, unified 'message store', accessible from a variety of different devices.</p> <p>This service may or may not be available to customers at all state supported locations.</p>
UPS Power Back-Up	PBX and Keys Systems are supported by an uninterrupted power supply for a minimum of 15 minutes in the event of a power failure.
Repair and Maintenance	24x7 repair service. DTS retains vendor and DTS service technicians to perform installation and repairs.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Additional Services	DTS offers a variety of optional calling services through the service provider for an additional charge. For information regarding these services please contact the agency assigned Voice Planner or the DTS Help Desk at 801-538-3440.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Voice Mail	Voice messaging service.	\$3.00 per user per month
Installation	Set up and programming of Voice Mail service.	NA
Disconnects	Request to discontinue services.	NA

ORDERING AND PROVISIONING

All telephone service requests must be in writing. Please contact your DTS Customer Relationship Manager or send your request via email to the Telecom Order Desk at ITSORDERBOX@UTAH.GOV (See Customer Responsibilities).

DTS RESPONSIBILITIES

Determine the appropriate voicemail system for each location supported by DTS.

Monitor all systems and replace or upgrade as necessary.

AGENCY RESPONSIBILITIES

Contact the assigned DTS Voice Planner to plan telephone needs or call (801) 538-3440 or (800) 678-3440.

Submit orders to the Telecom Order Desk for all moves, adds, or changes for ten stations or less. Order requests for larger moves, adds, or changes (over 10 stations) should be submitted to the agency assigned Voice Planner.

Review monthly billing for accuracy and completeness.

Set up billing code for billing purposes.

Notify DTS Customer Support Center of any technical incidents by calling (801)538-3440 or (800)678-3440.

Contact DTS to plan telephone needs by contacting the agency assigned Voice Planner or calling (801)538-3440 or (800)678-3440.

Although Voice Messaging Systems include standard features, not all systems installed by DTS will include the same features. For questions regarding your voice mail system, contact your DTS Voice Planner @ 801-538-3440 or 800-678-3440.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to

respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied